Based on Nursing Home Compare - Complaint Deficiency

	Provider Number	Nursing Home Name	City
335816		CANTERBURY WOODS	WILLIAMSVILLE

Page 1 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

State	Zip Code	Phone	Survey Date
NY	14221	(716) 929-5800	03/26/2010

Page 2 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	Date of Correction		Deficiency Type
01/01/1900		Health	

Page 3 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	ncy	Scope
or per what has not let his of all grants and time the state of the st	egal history of history heglect hig or histrea hing esiden s; or	Isolated

Page 4 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Level of Harm

Minimal harm or potential for actual harm

Page 5 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335622 ELDERWOOD HEALTH CARE AT HEATHWOOD

WILLIAMSVILLE

335622 ELDERWOOD HEALTH CARE AT WILLIAMSVILLE HEATHWOOD

Page 6 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 688-0111 06/24/2008

NY 14221 (716) 688-0111 09/24/2008

Page 7 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

01/01/1900 Health

Page 8 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	reports of abuse, neglect or mistrea tment of residen ts. Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Quality Care Deficiencies	Give each residen t care and service	Isolated

Page 9 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 10 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency		
335172	ST FRANCIS HOME OF WILLIAMSVILLE	WILLIAMSVILLE

335172 ST FRANCIS HOME OF WILLIAMSVILLE WILLIAMSVILLE

Page 11 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 633-5400 01/31/2008

NY 14221 (716) 633-5400 03/26/2008

Page 12 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
03/20/2008	Health

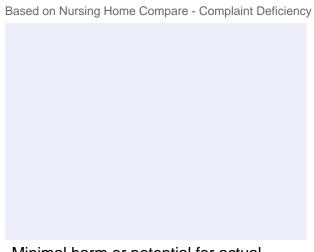
01/01/1900 Health

Page 13 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

bacca crittaroning from a compara a complaint bondertay		
	service s to get or keep the highest quality of life possibl e.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Isolated

Page 14 of 140 05/31/2011



Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 15 of 140 05/31/2011



Page 16 of 140 05/31/2011



Page 17 of 140 05/31/2011

Based on Nursing Home	- Companie		

Page 18 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

no legal history of abusin g, neglect ing or mistrea ting residen ts; or 2) report and investi gate any acts or reports of abuse, neglect or mistrea tment of

Page 19 of 140 05/31/2011

Based	on	Nursin	g Home	Compa	re -	Complai	nt Def	ficien

Page 20 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335172

335172	ST FRANCIS HOME OF WILLIAMSVILLE	WILLIAMSVILLE

ST FRANCIS HOME OF WILLIAMSVILLE

Page 21 of 140 05/31/2011

WILLIAMSVILLE

14221

Based on Nursing Home Compare - Complaint Deficiency

NY

NY 14221 (716) 633-5400 03/30/2010

(716) 633-5400

Page 22 of 140 05/31/2011

03/30/2010

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900

01/01/1900	Health

Health

Page 23 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	residen	
Quality Care Deficiencies	ts. Give profess ional service s that meet a profess ional standa rd of quality.	Isolated
Resident Assessment Deficiencies	Make sure that doctors see a residen t's plan of care at every visit and make notes	Isolated

Page 24 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 25 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency		
335172	ST FRANCIS HOME OF WILLIAMSVILLE	WILLIAMSVILLE

335172 ST FRANCIS HOME OF WILLIAMSVILLE WILLIAMSVILLE

Page 26 of 140 05/31/2011



NY 14221 (716) 633-5400 05/13/2010

Page 27 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
07/05/2010	Health

07/05/2010 Health

Page 28 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

based of Nursing Florite Compare - Complaint Deliciency		
	notes about progre ss and orders in writing.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standard of quality.	Pattern
Quality Care Deficiencies	Give each residen t care and service s to get or keep	Isolated

Page 29 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficienc

Minimal harm or potential for actual harm



Page 30 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency		
335172	ST FRANCIS HOME OF WILLIAMSVILLE	WILLIAMSVILLE

335172 ST FRANCIS HOME OF WILLIAMSVILLE WILLIAMSVILLE

Page 31 of 140 05/31/2011

Based on Nursing Home Compa	are - Complaint Deficiency		
NY	14221	(716) 633-5400	10/28/2010

NY 14221 (716) 633-5400 10/28/2010

Page 32 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
12/01/2010	Health

12/01/2010 Health

Page 33 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Dasca cirriancing rieme compare Complaint Dencione,		
	keep the highest quality of life possibl e.	
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated
Resident Rights Deficiencies	Immedi ately tell the residen t,	Isolated

Page 34 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Page 35 of 140 05/31/2011



Page 36 of 140 05/31/2011



Page 37 of 140 05/31/2011

ased on Nursing Home Compare - Complaint Deficiency	

Page 38 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

```
t,
doctor,
and a
family
memb
er if:
the
residen
t is
injured,
there is
а
major
change
in
residen
t's
physic
al/ment
al
health,
there is
a need
to alter
treatm
ent
signific
```

Page 39 of 140 05/31/2011

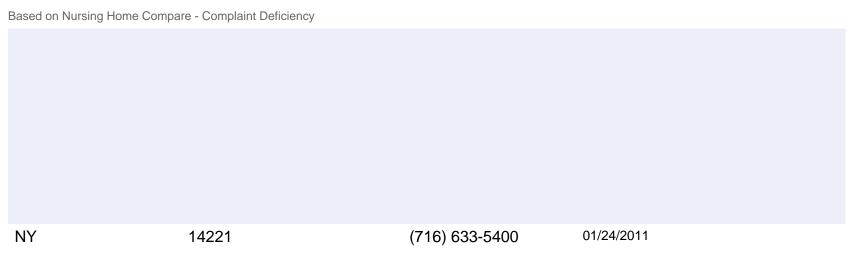
Based on Nursing Home Compare - Complaint Deficiency

Page 40 of 140 05/31/2011



335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 41 of 140 05/31/2011



NY 14221 (716) 632-6152 01/16/2008

Page 42 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
01/01/1900	Health

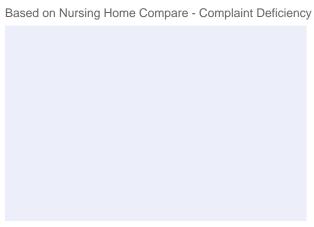
01/01/1900 Health

Page 43 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Dasca on Harsing Herrie Compare Complaint Denoisine,		
	antly, or the residen t must be transfe rred or dischar ged.	
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated
Resident Assessment Deficiencies	Develo p a comple	Isolated

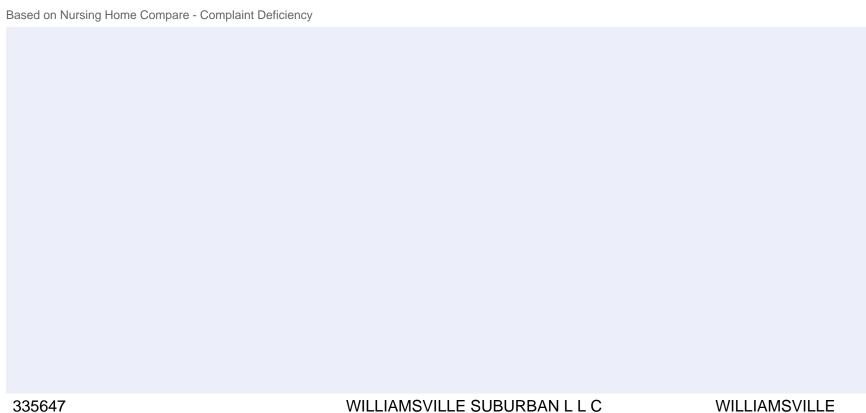
Page 44 of 140 05/31/2011



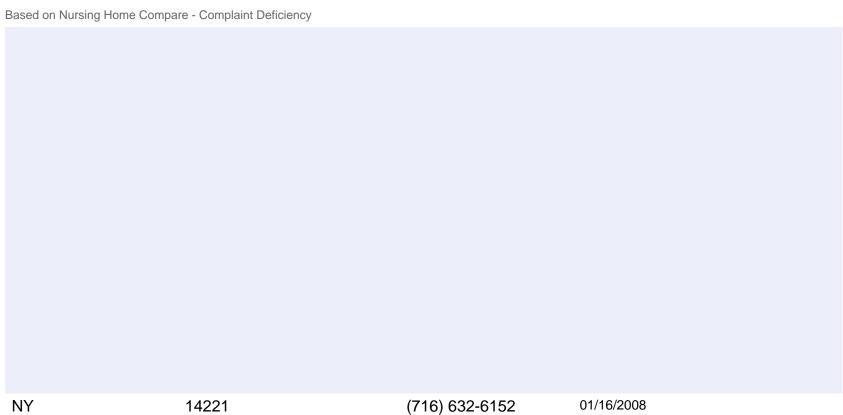
Actual harm

Minimal harm or potential for actual harm

Page 45 of 140 05/31/2011



Page 46 of 140 05/31/2011



Page 47 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
01/01/1900	∐oolth

Health

Page 48 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

based on realisting from a compare to complaint behavior	
	comple te care plan that meets all of a residen t's needs, with timetab les and actions that can be measu red.
Quality Care Deficiencies	Give Isolated profess ional service s that meet a profess ional standa rd of

Page 49 of 140 05/31/2011

Based on Nursing Home Compare - Complaint D)eficienc

Minimal harm or potential for actual harm

Page 50 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

Page 51 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 03/19/2008

Page 52 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

Page 53 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	quality.	
Resident Rights Deficiencies	Tell	Isolated
	each	
	residen	
	t who	
	can get	
	Medica	
	id banafit	
	benefit s about	
	1)	
	which	
	items	
	and	
	service	
	S	
	Medica	
	id	
	covers	
	and	
	which	
	the	
	residen	
	t must	
	pay for: or	
	for; or 2) how	
	2) 110W	

Page 54 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 55 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647

WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

Page 56 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 04/08/2008

Page 57 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

Page 58 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies

to apply for Medica id, along with the names and addres ses of State groups that can help. Give

meet a profess ional standa

rd of

profess ional service s that Isolated

Page 59 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 60 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

WILLIAMSVILLE SUBURBAN L L C

Page 61 of 140 05/31/2011

WILLIAMSVILLE

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 10/06/2008

NY 14221 (716) 632-6152 10/06/2008

Page 62 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

01/01/1900	Health

Page 63 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	quality. Give Isolated profess ional service s that meet a profess ional standa rd of quality.	
Quality Care Deficiencies	Give Isolated each residen t care and service s to get or keep the highest quality of life possibl e.	

Page 64 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 65 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 66 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 11/10/2008

Page 67 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

12/06/2008 Health

Page 68 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	e.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusin g, neglect ing or mistrea ting residen ts; or 2) report and investi gate any	Isolated
	acts or	
	reports	
	of	

Page 69 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 70 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 71 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 11/10/2008

NY 14221 (716) 632-6152 01/06/2009

Page 72 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

12/06/2008 Health

01/01/1900 Health

Page 73 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	abuse, neglect or mistrea tment of residen ts.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional standa rd of quality.	Pattern
Quality Care Deficiencies		Isolated

Page 74 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 75 of 140 05/31/2011



Page 76 of 140 05/31/2011



Page 77 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency
The state of the s

Page 78 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

special service s, includi ng: injectio ns, colosto my, ureost omy, ileosto my, trache ostomy care, trache al suction ing, respira tory care, foot care, and prosth

Page 79 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Page 80 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 81 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 01/06/2009

NY 14221 (716) 632-6152 03/09/2009

Page 82 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

01/01/1900 Health

Page 83 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	od on Maroning Monto Comparo Com		
		eses.	
	uality Care Deficiencies	Make sure that residen ts who cannot care for themse lves receive help with eating/ drinkin g, groomi ng and hygien e.	Isolated
C	uality Care Deficiencies	Give profess ional service s that meet a	Pattern

Page 84 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 85 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency		
335647	WILLIAMSVILLE SUBURBAN L L C	WILLIAMSVILLE

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 86 of 140 05/31/2011

Based on Nursing Home Compa	are - Complaint Deficiency		
NY	14221	(716) 632-6152	03/09/2009
	1 122 1	(7 10) 002 0102	

NY 14221 (716) 632-6152 09/02/2009

Page 87 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
01/01/1900	Health

01/01/1900 Health

Page 88 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

bacoa off realising from a company complaint benefit by		
	meet a profess ional standa rd of quality.	
Administration Deficiencies	Keep accurat e and approp riate medica I record s.	Pattern
Quality Care Deficiencies	Properl y care for residen ts needin g special service s, includi ng:	Isolated

Page 89 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency
Minimal harm or potential for actual

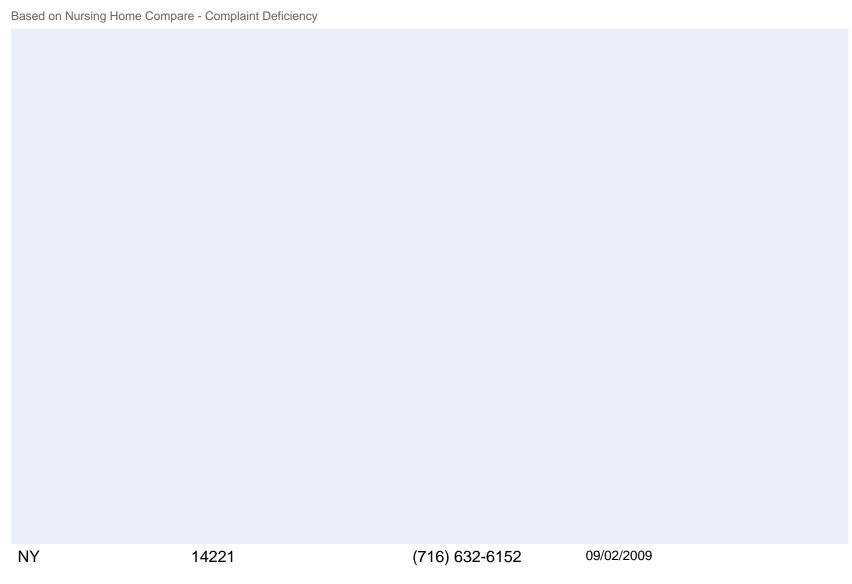
Minimal harm or potential for actual harm

harm

Page 90 of 140 05/31/2011



Page 91 of 140 05/31/2011



Page 92 of 140 05/31/2011



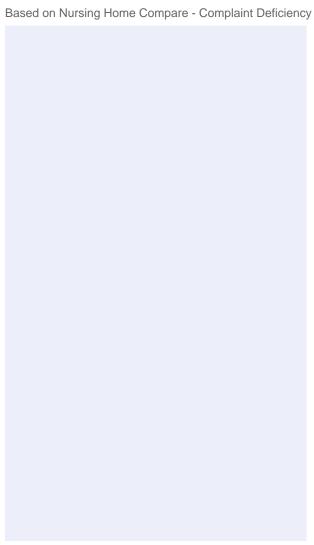
01/01/1900 Health

> Page 93 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	ng: injectio ns, colosto my, ureost omy, ileosto my, trache ostomy care, trache al suction ing, respira tory care, foot care, and prosth eses.	
Administration Deficiencies	post nurse staffing	Pattern

Page 94 of 140 05/31/2011



Potential for minimal harm

Page 95 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

WILLIAMSVILLE SUBURBAN L L C

Page 96 of 140 05/31/2011

WILLIAMSVILLE

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 09/02/2009

NY 14221 (716) 632-6152 09/02/2009

Page 97 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

01/01/1900 Health

Page 98 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	inform ation.		
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated	
Quality Care Deficiencies	Make sure that residen ts who cannot care for themse lves	Pattern	

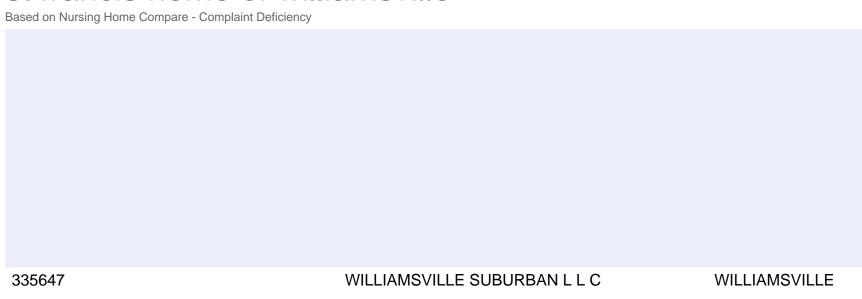
Page 99 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 100 of 140 05/31/2011



335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 101 of 140 05/31/2011



NY 14221 (716) 632-6152 09/02/2009

Page 102 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency	
01/01/1900 Hea	alth

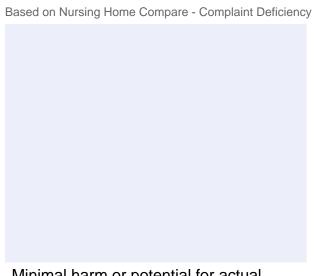
01/01/1900 Health

Page 103 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

based of Natising Florite Compare - Complaint Deliciency		
	lves receive help with eating/ drinkin g, groomi ng and hygien e.	
Environmental Deficiencies	Make sure that the nursing home area is free of danger s that cause accide nts.	Isolated
Quality Care Deficiencies	Provid e social	Isolated

Page 104 of 140 05/31/2011



Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 105 of 140 05/31/2011



Page 106 of 140 05/31/2011



Page 107 of 140 05/31/2011

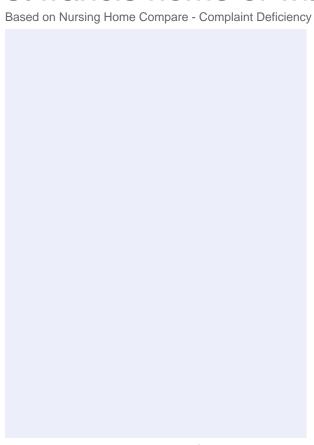


Page 108 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Bacca cirriarding ricinic compare		
	social service s for related medica I proble ms to help each residen t achiev e the highest possibl e quality of life.	
Quality Care Deficiencies	Give profess ional service s that meet a profess ional	Isolated

Page 109 of 140 05/31/2011



Minimal harm or potential for actual harm

Page 110 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

WILLIAMSVILLE SUBURBAN L L C

Page 111 of 140 05/31/2011

WILLIAMSVILLE

14221

Based on Nursing Home Compare - Complaint Deficiency

NY

NY 14221 (716) 632-6152 12/10/2009

(716) 632-6152

Page 112 of 140 05/31/2011

03/01/2010

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

01/01/1900 Health

Page 113 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	standa rd of quality.	
Environmental Deficiencies	Keep all essenti al equipm ent workin g safely.	Pattern
Quality Care Deficiencies	Give each residen t care and service s to get or keep the highest quality of life possibl e.	Isolated

Page 114 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 115 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647	WILLIAMSVILLE SUBURBAN L L C	WILLIAMSVILLE

335647	WILLIAMSVILLE SUBURBAN L L C	WILLIAMSVILLE
335647	WILLIAMSVILLE SUBURBAN L L C	WILLIAMSVILLE

Page 116 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY	14221	(716) 632-6152 07/1



Page 117 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

08/03/2010	Health

08/03/2010	Health
01/01/1900	Health

Page 118 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

	e.	
Quality Care Deficiencies	Make sure that each residen t's nutritio nal needs were met.	Pattern
Pharmacy Service Deficiencies	Make sure that residen ts are safe from serious medica tion errors.	Pattern
Quality Care Deficiencies	Give profess ional service	Isolated

Page 119 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Page 120 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 121 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 01/11/2011

Page 122 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

Page 123 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

service s that meet a profess ional standa rd of quality. **Quality Care Deficiencies** Make Isolated sure that each residen t who enters the nursing home without а cathete r is not given a cathete r, unless it is

Page 124 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 125 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C WILLIAMSVILLE

Page 126 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 01/11/2011

Page 127 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

Page 128 of 140 05/31/2011

necess

al

health,

Based on Nursing Home Compare - Complaint Deficiency

	ary.	
Resident Rights Deficiencies	Immedi ately tell the residen t, doctor, and a	Isolated
	family memb	
	er if:	
	the	
	residen	
	t is	
	injured,	
	there is	
	а	
	major	
	change	
	in	
	residen	
	t's	
	physic	
	al/ment	

Page 129 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 130 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

335647 WILLIAMSVILLE SUBURBAN L L C

WILLIAMSVILLE

Page 131 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

NY 14221 (716) 632-6152 01/11/2011

Page 132 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

01/01/1900 Health

Page 133 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies

there is a need to alter treatm ent signific antly, or the residen t must be transfe rred or dischar ged. 1) Hire Isolated only people who have no legal history of abusin g,

neglect

Page 134 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Page 135 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Page 136 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Page 137 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Page 138 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

ing or mistrea ting residen ts; or 2) report and investi gate any acts or reports of abuse, neglect or mistrea tment of residen

ts.

Page 139 of 140 05/31/2011

Based on Nursing Home Compare - Complaint Deficiency

Page 140 of 140 05/31/2011